



Bearing facility achieves ISO 9001 registration

by David A. Packard
Quality Engineer

Corpus Christi Army Depot's bearing shop became the first depot shop to achieve ISO 9001:2000 registration by passing a certification audit conducted on 7-9 Oct. by Smither's Quality Assessments, a third party registrar.

This certification means the bearing shop complies with ISO 9001, an international standard on quality management systems. The standard requires a business or organization to define the processes used to meet requirements within the standard and requirements from customers. The standard also requires continuous improvement of processes and customer satisfaction.

The certification effort was led by the bearing shop supervisor Manuel Torres, work leader Julian Martinez, and Theresa Zapalac, management analyst. This certification took a team effort not only in the bearing shop, where the employees consistently produce a quality product and meet AWPS goals, but also in the areas supporting the bearing shop.



Guadalupe Lopez (foreground) and Lionel Cortinas (background), pack bearings that have undergone the reconditioning process in the CCAD bearing facility. The two employees took part in the shop's ISO 9000:2000 certification process.

The support areas participated in management review meetings which addressed internal audit results, bearing shop performance data, issues with an aging bearing facility and equipment, and satisfaction surveys by production controllers who receive the product from the bearing shop. Other support areas involved included the internal audit program, training and calibration, the laboratory that provides the process standard

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Hydraulics shop has come a long way

In 1967, CCAD shops were housed in the "big" hangar behind the U.S. Army Aeronautical Maintenance Center (ARADMAC) headquarters. George Wilmot, supervisor in the directorate of components production's hydraulics shop #1, remembers coming to work on a hot,

rainy day in a hangar with a wooden floor.

"We set out trash cans to catch the leaks and then emptied them when they were full," said Wilmot and added that he remembers everyone working to fix the roof.

After his first job fixing air ducts, Wilmot came to the hydraulics shop where he was promoted to supervisor in 1985. The key to success, Wilmot tells his employees, is to stay flexible. After giving them the latest information he's received, he always adds "Remember, subject to change."

Through the years, he's seen a lot

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Depot receives future workforce excellence award

Corpus Christi Army Depot has been recognized for its innovative training programs in partnership with Del Mar College and local high school districts. On Thurs, Nov. 20, Theresa Parish, chief of the CCAD civilian personnel advisory center (CPAC), accepted the Texas Future Workforce Award of Excellence presented at the Seventh Annual Texas Workforce Conference held in Houston.

The depot's development of the Student Career Experience Program for high school and college-age students with an aptitude for aircraft mechanics has proven highly successful for the CCAD skills development office, headed by Greg Martin.

Partnering with Del Mar College, CCAD also developed the air-frame applied technology curriculum where college students are provided supervised, on-the-job training a program that reinforces the relationship



The award, pictured above, was presented to Theresa Parish at the 7th Annual Texas Workforce Conference held in Houston last Thursday.

between college curricula and the labor market.

"The program has been a team effort," says Martin. "CPAC recruiting personnel and Del Mar College staff worked closely with the skills development office to ensure the program's success".

Since the inception of the program in 2001, CCAD has hired 100 college-student trainees on a part-time basis and 42 program graduates on a full-time basis with an average salary of \$16.50 per hour. At present, 26 high school students are enrolled in various stages of training.

Sharon Flores, human resources specialist with CPAC, visits area high schools and talks to students about the benefits of the program and is key to its success.

The success of this program ensures CCAD a capable, fully-trained workforce for the future.



Attendees at the Apache Maintenance Officers' Conference held in Corpus Christi last week visited CCAD last Thurs. In the photo above, Larry Simone, director of aircraft production (shown in background) briefs them in the Apache hangar. Approximately 200 military and civilians were toured depot facilities.



Pete Barrientes (left), chief, engine induction/final sell & T53-T55 assembly division in the directorate of engine production, presented a retirement certificate to Pete Munson last Thurs. Munson, who worked in the engine test branch, retired after 22 years of service

Pete Barrientes, supervisor in the Engine Test Cell, presented a 20year certificate and pin to Diane Saenz...



...and a 500-hour sick leave certificate to Sharon Faubion.



Location and teamwork contribute to shop's mission

("Hydraulics" continued from page 1)

of changes, not only in the structures, but also in the processes used and feels fortunate for a number of reasons, the most important of which is having good, hard-working employees.

"We are very blessed," said Wilmot. "And our location is close to all the important areas—the dispensary, finance and accounting, the tool room, the wellness center, the Branding Iron, and the commander's office."

The hydraulics shop works various components for all aircraft supported at the depot. Each component goes through disassembly, evaluation and examination, repair, overhaul, quality test, and then back to the shop

for finalization of the process which includes ensuring all shop travelers are in place and dated. The component is then placed on the sell out table for QC, then on to production control and finally, to our customer, the soldier in the field.

The hydraulics shop supports the aircraft and engine production shops with carbon seals. And Wilmot does not forget the process shops that provide invaluable support and thanks them for helping them get to where they are today. He reflects on how much better off they are now than ever before because of the facilities available. He mentioned the workbenches with built in lighting and

remembers how the floor used to be crisscrossed with lighting extension cords during the early years. The air-conditioning, computers, and all the other equipment that wasn't around when he first started contribute significantly to accomplishing the shop's mission. Still, work space remains a problem, as it is in other shops.

Wilmot's 43 employees include four female employees, twelve employees on night shift and four co-op trainees and the occasional reservists. He thanks his employees for the success the shop has achieved through the years.

"It's been a good trip," concludes Wilmot. "God bless."



Col. Jim Budney, CCAD commander and president of the Corpus Christi Chapter (standing), welcomes golfers in the Apache-Boeing Tournament sponsored by the CC Chapter at Northshore Country Club, to the awards portion of the tournament. Held in conjunction with the Apache Maintenance Officers' Conference on Nov. 20th, the tournament featured a ball drop from the CCAD Huey. Seated with hand extended is Jorge Aguilar, QA specialist in the directorate of quality assurance and seated to his right is Oscar Recio, production controller in the directorate of aircraft production. First place went to the team of Snuff Thompson, Paul Eishen, Critter Kennedy, and Marv Hunble.

Community relations – Brian Samueli, lead logistics management specialist in the directorate of aircraft production, is shown during a visit to Mr. James Garcia's combined 7th and 8th grade orchestra class at Cullen Middle School on Nov. 21. Samueli participated in the "Drop Everything and Read" program. Employees from area organizations volunteer to read to local school children and emphasize the importance of reading in everyday life. Samueli read newspaper articles on "Heroes" and "Millions of new fish species that have been recently discovered." "It was a very gratifying experience," said Samueli.





Hector Salazar (l), examines a CH-47 hydraulic pump which shows some control piston binding. At right is Barbara Gallagher, one of four female employees in the shop. Salazar has been with CCAD for almost three years and Gallagher has 24 years at CCAD and 21 years in the hydraulics shop.



Paul Elkins (c), parts repairer in the hydraulics shop, looks on as co-op trainee Matt Bell (r), disassembles an N-model servo.



Dalberto M. Casarez, Jr. (foreground), co-op trainee in the hydraulics shop, cleans hanger pumps prior to applying preservation agent as shop supervisor George Wilmot (background) stops to chat with him. Wilmot believes addressing employees' concerns is key to a successful shop.



Manuel Perez works on a CH-47 damper in the hydraulics shop. Perez is a 20+ year employee who has been in the

HAPPY HOLIDAYS TO ALL FROM THE CCAD HYDRAULICS SHOP!



Richard Lopez, aircraft pneumatic hydraulics inspector in the test shop, is one of many who provide support to the hydraulics shop. In photo at left, Lopez is seen testing a UH-60 utility pump module to ensure that proper adjustment.

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Afterglow

*I'd like the memory of me to be a happy one,
I'd like to leave an afterglow of smiles when
day is gone.*

*I'd like to leave an echo whispering softly
down the ways,*

*Of happy times, and laughing times, and
bright and sunny days.*

*I'd like the tears of those who grieve to dry
before the sun,*

*Of happy memories that I leave when life is
done.*

In Memoriam

N. Ernest "Redneck" Pryor
October 11, 1949 – October 31, 2003

Hector Jimenez
October 8, 1946 – November 1, 2003

You are remembered; you are missed.

(Editor's note: "Afterglow" taken from the
Al Amin Shrine Pryor memorial pamphlet.)

FEHB Open Season for 2004

November 10 through
December 8, 2003

Small shop takes big step towards depot certification



Enedina Cervantes (foreground) is one of the 24 employees in the directorate of components production's bearing shop which received its ISO 9000:2000 certification in Oct.

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and analysis of the cleaning solutions, engineering services that provide support in procuring equipment and ensuring both the facility and equipment are maintained, the NDI line that inspects the bearings, and the publication and records control group.

The certification effort started with the bearing shop identifying their quality policy, measurable quality objectives, and the processes used to meet their customers' requirements. The next step was identification of inputs and outputs for each process, along with effectiveness monitors and measures for improving the processes. The registrar will return to CCAD every 6 months to perform surveillance audits in the bearing shop and the support areas to ensure their processes are maintained and are improving.

CCAD has been pursuing certification for several years. Although this is a small shop, it means a big step towards depot certification. Depot managers are now applying the lessons learned from the bearing shop's certification towards total depot certification. A goal of achieving depot certification this summer has been set.

Much of what ISO 9000 does for us we take for granted or don't notice because we have been doing the right things all along. Getting CCAD certified will involve every CCAD employee. A big part is simply having everyone know what their job is and having the knowledge, tools and resources to accomplish it. It will take some hard work to achieve depot-wide certification, but it will show CCAD's degree of competitiveness.

**THE AIRCRAFTSMAN WISHES ALL CCAD
EMPLOYEES AND OUR SOLDIERS, MARINES,
SAILORS, AND AIRMEN AROUND THE WORLD A SAFE,
HAPPY THANKSGIVING—GOD BLESS YOU, AND GOD
BLESS THE U.S.A!**